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For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: INTERACTION SYSTEM

(57) Abstract: The present invention provides an electronic system for interaction between a specific user and a service provider, comprising receipt means for obtaining information from the user for establishing a profile of said user; control means for the service provider for providing and displaying one or more systems responses to the input provided under receipt means; means for initialising one or more business rules for each type of system response, said business rules specifying the match between the system response and the related user profile and also the desired outcome in terms of actions to be taken by the user; means for selecting the most appropriate business rule for the user, based on the input given under receipt means; means for observing the behaviour of the user and feedback means for updating the business rules based on the difference between the desired outcome and the actual behaviour by the user.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : H04L 12/66; G06F 17/60
 US CL : 370/463; 705/10

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
 U.S. : 370/463; 705/10

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 6,012,051 A (SAMMON, Jr. et al) 04 January 2000 (04.01.2000), see entired document.	1-9

 Further documents are listed in the continuation of Box C.

See patent family annex.

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